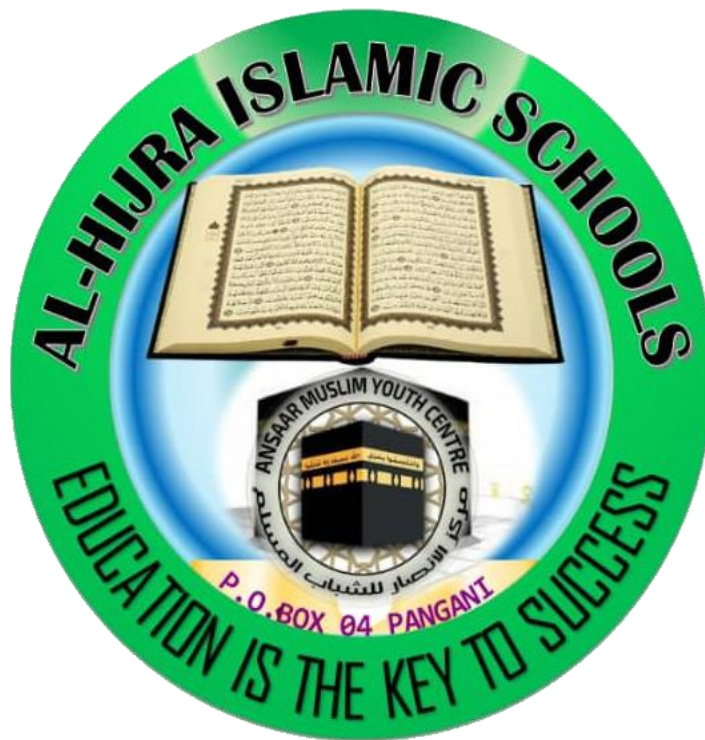


AL HIJRA ISLAMIC SECONDARY SCHOOL

Communication Policy



Preamble

To support Al hijra Islamic Secondary School as a thriving and successful school we must communicate effectively with each other, with our students, with their parents and carers, other schools, the community and with outside agencies.

We need to ensure that communications between all members of the school community and our stakeholders are clear, professional, timely and appropriate.

Confidentiality is very important personal data should only be shared when necessary, used for the agreed purpose and only kept for the required amount of time in secure conditions.

Definition of communication

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is as much about attitude and behavior as it is about message. It is a two-way process.

Scope

Every member of staff has a responsibility to support effective communications and needs to recognize that the quality of their communication reflects on the school's reputation. This policy is important for all staff employed at the school, including those employed through shared services.

Aims

Effective communications enable us to share our aims and values and to work effectively together in the interests of our students.

In our school we aim to have clear and effective communications with all parents and with the wider community. We wish to recognize and celebrate the contributions made to our society by all the cultural groups represented in our school.

All communications at Al hijra Islamic Secondary School should:

- keep staff, students, parents, leaders, and other stakeholders well informed within Data Protection legislation, respecting confidentiality and maintaining professionalism;
- be open, honest, ethical and professional, avoid bias, stereotyping or any form of racial or other discrimination;
- use jargon free, plain English and be inclusive and easily understood by all;
- be actioned within a reasonable time;
- use the method of communication most effective and appropriate to the context, message and audience;

Part 1 Internal Methods of Communication

1.1 Staff information

The planners contain information on daily routines and emergency procedures etc. School policies will be kept on the website and Google drive. There is a staffroom site on Google drive for internal documents such as notes from staff, team meetings etc. The annual calendar is placed on staffroom noted board and staffroom site.

1.2 Meetings

There is an annual planned programme of meetings to facilitate involvement of staff in school review and improvement. The school calendar stipulates the **minimum** standard of frequency of these. Meetings should be used for discussion of policies and developments in learning and teaching. They should not be used for administrative purposes when other means would be more efficient. It is important that time is allocated for structured opportunities for staff to engage in team working and to contribute to the team's reflection on priorities, activities and future plans. Calendared meetings are part of the contractual working hours for staff and attendance at them is a requirement. **Leave of absence from such meetings should be applied for in the usual way in advance using the leave of absence form.**

All formal calendared meetings should be structured with an agenda in advance. Members should be invited to contribute to the agenda. Brief notes should be published afterwards on a secure, shared site e.g. Google drive and school website.

For all other meetings brief notes should be taken, action points progressed and feedback given to staff involved.

1.3 Notice Boards

Staff Notice Boards are located in the Staff Room. Staff duty rosters are posted here.

1.4 Staff Briefings

Staff Briefings take place on a weekly basis, currently on a Friday morning. These are used to communicate sensitive information which it may not be appropriate to email. Members of staff who wish to share information at briefing should speak to the Head in advance so time can be allocated.

If a member of staff is unable to attend the briefing, it is his/her responsibility to find out the information they have missed from the relevant senior leader.

In exceptional circumstances, an urgent briefing may be called to impart significant information for all staff.

1.5 Email

The Acceptable Use Policy and Data Protection legislation include use of email and other electronic communications. **Emails are subject to data protection and FOI requests and the language used should always be professional. Appropriate levels of confidentiality must be observed in sharing confidential information.**

Information and notification of initiatives are communicated through the use of email where appropriate. Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required.

Staff should check their email at least twice a day but should not use email when they are teaching. They should ensure that email notifications are closed when teaching so alerts do not appear on whiteboards in front of students. Emergency notifications are made using SIMS.

1.6 Written Communications and letters

These are placed in pigeon holes, in the staff room, which staff should check on a daily basis.

1.7 Telephone Calls

Where possible, members of staff should use the internal government network when contacting other colleagues.

1.8 Social Media

All staffs will get various information about the school through various whatsapp groups.

Part 2 External Methods of Communication

2.1 Communications with Parents/Carers

Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve. Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents will always be addressed in a formal manner (i.e. Mr/Mrs) and staff will avoid developing close friendships with parents. Where such friendships exist, staff must distinguish between their private and professional conversations. School matters should not be discussed with parents unless required for professional purposes. **Extreme care must be taken not to breach data protection regulations.**

If a child is absent from school, and we have had no indication of the reason, a member of the admin team will contact a parent to find out the reason for the absence. Headmaster will follow up absence concerns.

2.1.1 The School Website

The school website provides information about the school, including major school policies, and an opportunity to promote the school to a wider audience. Curriculum Maps, options information, Examinations information and other documents are updated on an annual basis and published on the website. It also has areas for information for parents and students. An increasing amount of information is being placed on the website and members of staff are encouraged to use it and contribute to its development.

2.1.2 Newsletter

The School's Newsletter is published on a termly basis on the school website and an email alert sent to parents. The newsletter will promote School successes and will incorporate news relevant to the School. Members of staff are encouraged to contribute appropriate items to the newsletter which should be emailed to Mr Abdurahman Sena.

We send other letters of a general nature when necessary and store copies on the school's website.

2.1.3 Social Networking Sites/Facebook, Twitter, Whatsapp etc.

Social network enhance communication, allow schools to share updates, events schedules and academic progress with parents, fostering better. Schools can use social media for real-time updates on school closure, emergencies, or important announcements, ensuring that parents and other stakeholders are informed promptly. Also through social networking, the school communicate their policies, achievements, and goals, keeping stakeholders well informed.

2.1.4 Planners

Students in all years have a student planner with key information such as uniform, the code of conduct and times of the day. Parents can use it to record a wide range of information that they wish to share regularly with the teacher. Students use the planner or contact book to record homework assignments. The planner is signed weekly by the parent and the tutor.

2.1.5 Letters

Staff will endeavour to reply to parents' letters as quickly as possible. Letters to parents must be sent through "Typing". Copies of all correspondence with parents will be placed on student files.

Any letter of complaint should be referred to the Head master.

2.1.6 Telephone calls

Staff will endeavour to respond to parents' phone messages within 24 hours. **Any call to a parent should be logged on SIMS as an intervention with the date, names of those involved**

and a brief note of the main issues and agreed outcomes.

Office staff should not put calls straight through to extension numbers but should first ask if the person is available to answer the call. Teachers should not take calls when they are teaching.

2.1.7 Written Reports

Once a year a full written report is provided for each student's parents on progress in each subject. This report identifies areas of strength and areas for future development.

Each student also has one Progress Report per year which gives grades for attitude to learning and progress.

2.1.8 Meetings

We arrange various meetings for parents throughout the year. Records should be kept of meetings about specific issues for individual children and attached to the file on SIMS. Similarly, significant conversations with students should be recorded as interventions on SIMS so that Head master is aware of any issues/incidents.

Meetings are held prior to any residential trip to inform parents of planning, content and arrangements.

A meeting for new parents is organized each June/July. Additional meetings include the school closure meeting held annually.

Parents are invited to meet teaching staff of their child once during the year for consultation at meeting. This gives them the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need for improvement. In some years there is also a parent/teacher meeting for the parent to meet with the form teacher. These meetings are useful for two-way communication between parents and the school.

We encourage parents to contact the school if any issues arise regarding their child's progress or well-being.

When children have special educational needs, or if they are making less than the expected progress, we find it helpful to meet with parents more regularly.